

ORIGINAL

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ILLINOIS COMMERCE COMMISSION

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2003 JUN -2 P 1:24

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Do Not Write
CHIEF CLERK'S OFFICE

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Please provide the appropriate information in the () areas in the heading below.

(Applicant's Name) Kouso Commu. :

Application for a certificate of :
(local or interexchange) authority :
to operate as a (reseller or facilities :
based carrier) of telecommunications :
services in (list specific area) in the :
State of Illinois. :

03-0366

APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 510341324

Kouso Communications, LLC

Address: Street 21430 Kenyon Court

City Sterling State/Zip VA 20164

2. Authority Requested: (Mark all that apply) 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Local and/or Interexchange

☐ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is

____ Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

5. In what area of the state does the Applicant propose to provide service?

Statewide

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

____ Individual
____ Partnership

____ Corporation

Date corporation was formed

~~11/12~~ 08/29/02

In what state? Delaware

☒ Other (Specify) LTC

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

9. List jurisdictions in which Applicant is offering service(s).

Statewide

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

____ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

____ YES ☒ NO

If YES, describe fully. _____

⑥

① Suraz Ibrahim 703 435-7300

② Suraz Ibrahim))

③ Nura Ibrahim))

④ Suraz Ibrahim))

⑤ Suraz Ibrahim 703 435-7300

⑥ Suraz Ibrahim))

⑦ Suraz Ibrahim))

(a, b, d, e, f, g) sibrahim@kouso.com

Fax

703 467-0912

Title

Operating Officer

⑧

nibrahim@kouso.com

Fax

703 467-0912

Title

Customer Care Manager

12. Has Applicant provided service under any other name?

____ YES ☒ NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ____ YES ☒ NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

15. List officers of Applicant.

<u>Issa Smith</u>	<u>Issa Smith</u>
<u>Samir Ibrahim</u>	<u>Matt Shlosberg</u>
<u>Sam Deen</u>	<u>Carolyn McCombs</u>

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ____ YES ☒ NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Bills are sent out on the 29th of every month.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Outsourced billing services to a billing company, Profitec located in CT. Complaints are received by our toll free # and then are escalated to William Comm. Complaints are resolved within 24 hrs.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ____ NO

20. What telephone number(s) would a customer use to contact your company? 800 760-7580

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers? *LOA has to be received and signed*

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.) *N/A*

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. *Bank Statement attached*

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

If NO, which facility provider(s)'s services does the Applicant intend to use?

Williams Communications, LLC

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Long Distance Service, Data & Internet

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e)

unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? YES NO

B. Scullbury

(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of VIRGINIA)
County of LOUDOUN)ss

Kouso Communications, LLC makes oath and says that he is Vice President
(Insert here the name of affiant) (Insert the official title of the affiant)

of Suway Ibrahim
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

[Signature]
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public, BANK OFFICER
(Title of person authorized to administer oaths)

in the State and County above named, this 29th day of MAY, 2008.

[Signature] EXP: 04/30/2004
(Signature of person authorized to administer oath)